



SYDNEY TRAMWAY MUSEUM

OPERATION PERFORMANCE AUDIT

FEBRUARY 2008

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1. Purpose

The purpose of this procedure is to describe the process of actioning an Operation Performance Audit (OPA).

2. Scope

This procedure shall apply to tramcar operations carrying the public

3. References

Tramway Operation Handbook, Issue 3 (TOH).

4. Definitions

An operation performance audit is the practice and procedure used to ensure the procedures itemized in the Tramcar Operation Handbook are followed when tramcars carrying passengers operate on any of the museum lines.

[OPA - Operation Performance Audit](#)

[NCR – Non Compliance Record](#)

[TOH - Tramcar Operation Handbook](#)

5. Procedure

- a) Refer to the Audit Schedule to select the date of the next audit.
- b) On the day, advise the Officer-in-Charge that the audit is to be conducted
- c) Advise the Tram Crew that the audit is to be conducted
- d) Using the OPA blank form (STM6115), fill in the Audit Report Number. This number is made up of a three (3) digits. The first digit is the last number of the year; the next two digits are the sequence number for that year. i.e. for the second audit in 2003, the OPA number is 302.
- e) Record the OPA number in the Audit Number Register
- f) Using the blank form, enter the Date
- g) Enter the Running Line on which the audit will be conducted
- h) Enter the Time of the tramcar trip selected
- i) Enter the Weather Conditions
- j) Enter the Driver's name
- k) Enter the Conductor's name
- l) Enter the Tramcar number
- m) Enter the Number of passengers
- n) Enter the Name of any trainees on the trip.
- o) Record the information from 5.4 to 5.14 on the Information Summary Sheet
- p) Select a position on the tramcar where the actions of both the driver and conductor can be observed. This may require the observer repositioning during certain sections of the trip. At the turn around locations the auditor is to leave the tram to observe the actions of both crew.
- q) Enter a tick in the relevant column to indicate compliance or otherwise with the relevant section of the TOH. If the action complies place a tick in the 'YES' box. Should there be any action which does not comply with the TOH section being checked, note on the form as follows. Tick the 'A' box for a significant omission of the set criteria. Tick the 'B' box for a significant number of minor deficiencies. Tick the 'C' box for a single or isolated deficiency. With any deficiency, note the details in the 'Comments' box.
- r) At the completion of the trip, advise the crew of the audit result.

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- s) Should there be any non-compliance(s) they are to be discussed with the crew as soon as possible. Should the non-compliance be serious enough, the crew member concerned may be relieved of duty for the remainder of the shift and the matter referred to the Training and Assessment (T&A) committee for further action. For non-compliances of a lesser nature, on the spot counseling may suffice. All non-compliances will be advised to the T&A committee for review and further action if necessary.
- t) Should any non-compliances be found, the Non Compliance Record Number (NCR) box shall be filled in with the OPA number.
- u) The NCR shall be entered in the NCR file for record purposes.
- v) The OPA form shall be filed in the office in the appropriate folder

6. DOCUMENTATION

Internal Audit Schedule – STM6116

Audit Number Register – ~~STM6116~~[STM6145](#)

Information Summary – ~~STM6116~~[STM60616](#)

Blank Form - Operation Performance Audit STM6115

Add:

NCR file

NCR Action sheet